**Whatcom County Health Department**

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| **Project Name:****Strengthening Equity through Food Safety Quality Improvement***1-3 word Identifier* | **Sponsor(s):****John Wolpers, Environmental Health Manager***Who is governing and resourcing this project?*  |
| **Problem/Opportunity:**The WCHD Food Safety program frequently interacts with food service operators who do not speak English or who have limited English proficiency. While the agency has access to translation services, these services have not always been adequate when translators are required to translate highly technical issues relating to Food Code compliance. During a Centers for Excellence training 9/4/12, “improving restaurant efficiencies” was chosen by our managers and supervisors as the top department QI priority with 13 votes. Also, Food Safety staff recently identified improving communication with non-English and ESL (**E**nglish-as-a-**S**econd **L**anguage) food service operators as a top program priority. This work is also congruent with our agency strategic goal (B4) of incorporating principles of social justice and health equity into our day-to-day work.*1-3 sentence description of the problem/opportunity (without assumption of cause or solution) and why it is important (impact on Dept./Division strategic goals)* |
| **Measure(s):** * Food Safety staff time spent assuring compliance of non-English speaking and ESL food service operators with the Food Code.
* Number of Food Code violations by non-English speaking and ESL food service operators
* Time between food safety violation and violation correction for non-English and ESL food service operators.
* Possibly other measures as well.

*The quantitative indicator(s) which would demonstrate performance had improved. More than 2-3 measures may indicate lack of focus* | **Target(s): Team to collect baseline data to inform the creation of SMART objectives.*** By 8-1-14, reduce by 20% Food Safety staff time spent assuring compliance of non-English speaking and ESL food service operators with the Food Code.
* By 8-1-14, reduce by 30% the number of Food Code violations by non-English speaking and ESL food service operators.
* By 8-1-14, reduce by 30% the average number of days between violation and violation correction for violations involving non-English speaking or ESL food service operators.

*How much improvement is expected/hoped for?* |
| **Mission:** The project team will increase food safety program efficiencies (money and time spent) and improve effectiveness (communication and customer service) with non-English speaking and ESL food service operators. The **Voice of the Customer** is a key focus of this project.*1 sentence declaration as to what the project team is to do (without assumption of cause or solution)* |
| **Process(es) to be addressed:**The entire scope of interactions with food service operators including training, inspection and clearing of any food code violations by a food service operator. *Describe the boundaries (the “start” and “stop”) of the process(es) to be improved/built* | **Customer(s):**Non-English speaking and ESL food service operatorsWho is/are the PRIMARY recipient(s) of the “output” or service? |
| **Team Leader: Alice Simmons, Supervisor for Immunization, TB & Need Exchange Programs***Who is primarily responsible for the conduct and success of this project? (Ideally, will coincide with the process owner)* |
| **Team Facilitator: Susan Sloan, Performance Management Specialist***Who will be assisting the leader with QI methods and tools and group process facilitation?* |
| **Team Members:** **John Wolpers, EH Manager & Sponsor of Department’s Health Equity Team****Tom Kunesh, Food Safety Program Supervisor****Debbi Bailey, Program Clerk****Susan Sloan, Performance Management Specialist w/Master’s Degree in Intercultural Communication****Roles established during 2/16/14 kick-off meeting:**We utilized the Belbin Team Role Summary Information handout for this discussion.* John Wolpers: Coordinator, Resource Investigator, Shaper Project Sponsor
* Debbi Bailey: Team worker, Specialist Project Data gatherer & Dissenter
* Tom Kunesh: Specialist, Finisher, Shaper, Implementer Project Content Expert
* Susan Sloan: Plant, Resource Investigator Project QI Facilitator
* Alice Simmons: Team worker, Plant Project Team Lead
* Wanda Williams: Resource Investigator, Evaluator, Finisher Project QI Lead

*Who will be active participants on the project team? Ensure representation of process steps and other key stakeholders.* |
| **Constraints:**An understaffed Food Safety program, which makes this project all the more important.*Are there time, space, financial, system, policy, organizational or other constraints that the team leader and members should be aware?*  |
| **Target Start Date: November 1, 2013** |
| **Target End Date: September 29, 2014** |
| **Process Owner(s): Tom Kunesh & staff***Who will be primarily responsible for maintaining process performance after completion of the project?* |